Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Alcoholic Beverage Control	1 0	89 66	12 8	102 74
Customer Company Total	**1 0**	**89 66**	**12 8**	**102 74**

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Alcoholic Beverage Control	1 0	89 3	12 0	102 3
Customer Company Total	1 0	89 3	12 0	102 3

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

	Top Number - Total Incidents			
Customer Company	**Bottom Number -Average time in hours**			
	High	**Low**	**Medium**	**ATTIR Total**
Alcoholic Beverage Control	1	89	12	102
	0.11	0.08	0.00	0.07
Customer Company Total	1	89	12	102
	0.11	0.08	0.00	0.07

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Alcoholic Beverage Control	1	89	12	102
	0	1	0	1
Customer Company Total	1	89	12	102
	0	1	0	1

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Alcoholic Beverage Control	1 0.11	89 0.21	12 0.03	102 0.19
Customer Company Total	1 0.11	89 0.21	12 0.03	102 0.19

Alcoholic Beverage Control

Detail

INC000000256179	Cindy L Holmes	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: Yes	TIR:	1.95
Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	1.95
INC000000256284	Robert Southworth	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: Yes	TIR:	1.02
Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	1.02
INC000000256491	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000256497	Liquor Store 37	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256502	Liquor Store 41	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256513	Liquor Store 45	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256521	Liquor Store 11	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256524	Liquor Store 31	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256528	Liquor Store 31	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256530	Liquor Store 32	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256531	Liquor Store 25	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Medium	Closed	TTR Missed: No	TTR:	0.08
INC000000256538	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000256549	Liquor Store 02	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257066	Liquor Store 14	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Medium	Closed	TTR Missed: No	TTR:	0.00
INC000000257476	Tammy Bolte	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.17
Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.70
INC000000257591	Liquor Store 15	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Medium	Closed	TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

INC000000257882	Liquor Store 06	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000257883	Liquor Store 32	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000257887	Liquor Store 41	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000258086	Liquor Store 30	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Medium	Closed		TTR Missed: No	TTR:	0.00
INC000000258415	Liquor Store 29	Application	Error	Microsoft Windows 7		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	1.40
INC000000258834	Liquor Store 19	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000259014	Dallas Froisland	Application	Reporting	PGP		TIR Missed: No	TIR:	0.35
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	1.54
INC000000260317	Al Potvien	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000260323	Liquor Store 18	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000260325	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.06
INC000000260329	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000260346	Liquor Store 10	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.11
INC000000260355	Liquor Store 45	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000260359	Liquor Store 15	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000260580	Liquor Store 33	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000260585	Liquor Store 33	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	TTR:	0.44
INC000000262106	Anita Knowley	Telecom	Dial Tone	None		TIR Missed: No	TIR:	0.11
Voice Operations	Annette Nielsen	Alcoholic Beverage Control	High	Closed		TTR Missed: No	TTR:	0.11

Alcoholic Beverage Control

INC000000262190	Anita Knowley	Telecom	None	None		TIR Missed: No	TIR: 0.00
	Voice Operations	Annette Nielsen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.21
INC000000262292	Liquor Store 14	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000262294	Liquor Store 26	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000262551	Liquor Store 16	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000262696	Liquor Store 11	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000263593	Liquor Store 45	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000263764	Rae C Jordison	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.31
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.31
INC000000263998	Liquor Store 02	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000265004	Liquor Store 01	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000265006	Liquor Store 34	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000265021	Liquor Store 43	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000265022	Liquor Store 41	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000265678	Tony L Gann	Telecom	Hardware	Telephone		TIR Missed: No	TIR: 0.13
	Voice Operations	Annette Nielsen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.20
INC000000265771	Keith Zuspan	Application	Reporting	None		TIR Missed: No	TIR: 0.64
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.65
INC000000265963	Liquor Store 37	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000265966	Liquor Store 04	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000265967	Liquor Store 15	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00

Alcoholic Beverage Control

INC000000265969	Liquor Store 09	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000265975	Justin Broderick	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Medium	Resolved	TTR Missed: No	TTR:	0.00
INC000000265993	Ronnie Torres	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.57
Metro D Desktop Support		Kevin Perry	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.57
INC000000266053	Liquor Store 41	None	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Kevin Perry	Alcoholic Beverage Control	Low	Resolved	TTR Missed: Yes	TTR:	7.18
INC000000266077	Liquor Store 33	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266228	Liquor Store 11	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266340	Liquor Store 01	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266400	Greg Rogers	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	2.01
Metro D Desktop Support		Kevin Perry	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	2.09
INC000000266640	Liquor Store 02	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266641	Liquor Store 13	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266642	Liquor Store 43	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266702	Liquor Store 03	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266704	Liquor Store 02	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266705	Liquor Store 13	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266707	Liquor Store 29	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266708	Liquor Store 44	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266710	Liquor Store 45	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

Incident	Store	Category	Type	Product	TIR Missed	TIR	Status	TTR Missed	TTR
INC000000266711	Liquor Store 43	Application	None	None	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000266713	Liquor Store 02	Application	None	None	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000266715	Liquor Store 29	Application	None	None	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000266717	Liquor Store 45	Application	None	None	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000266720	Liquor Store 03	Application	None	None	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000266722	Liquor Store 44	Application	None	None	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000266741	Liquor Store 03	Application	None	None	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000266758	Liquor Store 15	Application	None	None	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000266759	Liquor Store 16	Application	None	None	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000266760	Liquor Store 16	Application	None	None	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000266765	Liquor Store 03	Application	None	None	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000266766	Liquor Store 26	Application	None	None	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000267909	Liquor Store 37	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000267915	Liquor Store 43	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000267930	Liquor Store 03	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR: 0.00	
INC000000268049	Liquor Store 05	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Medium	Resolved		TTR Missed: No	TTR: 0.00	
INC000000268524	Liquor Store 33	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00			
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Medium	Resolved		TTR Missed: No	TTR: 0.28	

Alcoholic Beverage Control

INC000000268713	Liquor Store 08	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Medium	Resolved	TTR Missed: No	TTR:	0.00
INC000000268715	Liquor Store 27	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Medium	Resolved	TTR Missed: No	TTR:	0.00
INC000000269199	Liquor Store 29	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269202	Liquor Store 03	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269401	Liquor Store 15	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269403	Liquor Store 31	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269405	Liquor Store 05	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000269573	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269812	Liquor Store 17	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269813	Liquor Store 43	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269818	Liquor Store 29	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Medium	Resolved	TTR Missed: No	TTR:	0.00
INC000000269823	Liquor Store 12	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269826	Liquor Store 43	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Medium	Resolved	TTR Missed: No	TTR:	0.00
INC000000269835	Liquor Store 24	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269841	Liquor Store 15	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269845	Liquor Store 16	None	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Medium	Resolved	TTR Missed: No	TTR:	0.00
INC000000269847	Liquor Store 39	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

INC000000270130	Liquor Store 45	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00